

Data sheet

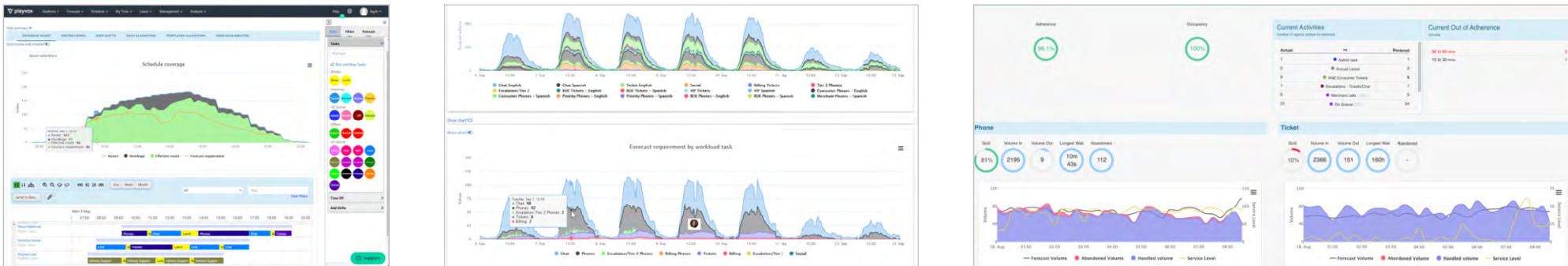
Playvox Workforce Management

Built from the ground up for digital-first, omnichannel contact centers and supports the workflows required today.

Intelligently forecast, schedule, and monitor your workforce without the need for specialized resources or data analysts.

Omnichannel Workforce Management (WFM) doesn't have to be hard. Playvox's complexity-taming AI makes your capacity planning, forecasting, scheduling, and intraday planning easy and accurate.

While other systems were built for the voice-centric channels of yesterday, Playvox WFM was built for digital channels. Get real-time visibility of all contact channels in one place. Don't keep trying to force-fit digital channels into a system that never envisioned the proliferation of social media, chat, or email. Get more accurate schedules and forecasts based on the actual work rather than assumptions or best guesses.



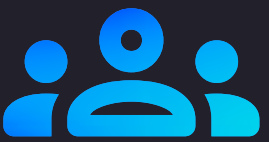
Our Top Awards:



playvox
by NICE

Angi Reduced Annual Costs By \$1M Using WFM

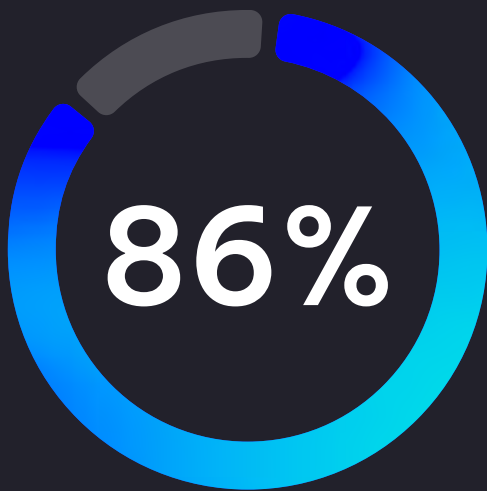
Automated forecasting saved Angi



30%

In employee costs

Agent occupancy improved by



SLA's Improved by

20%



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“Playvox has been crucial to Angi being able to take back control of our agent operations. Driving accountability across our agent pool has not just improved customer experience and financial performance, it has also increased our team's ability to deliver on both of those metrics as other factors outside of our control shift. We would not be able to effectively run our contact center without Playvox.”

Rob Lajeunesse, Angi,
Director of CX Strategy
and Operations

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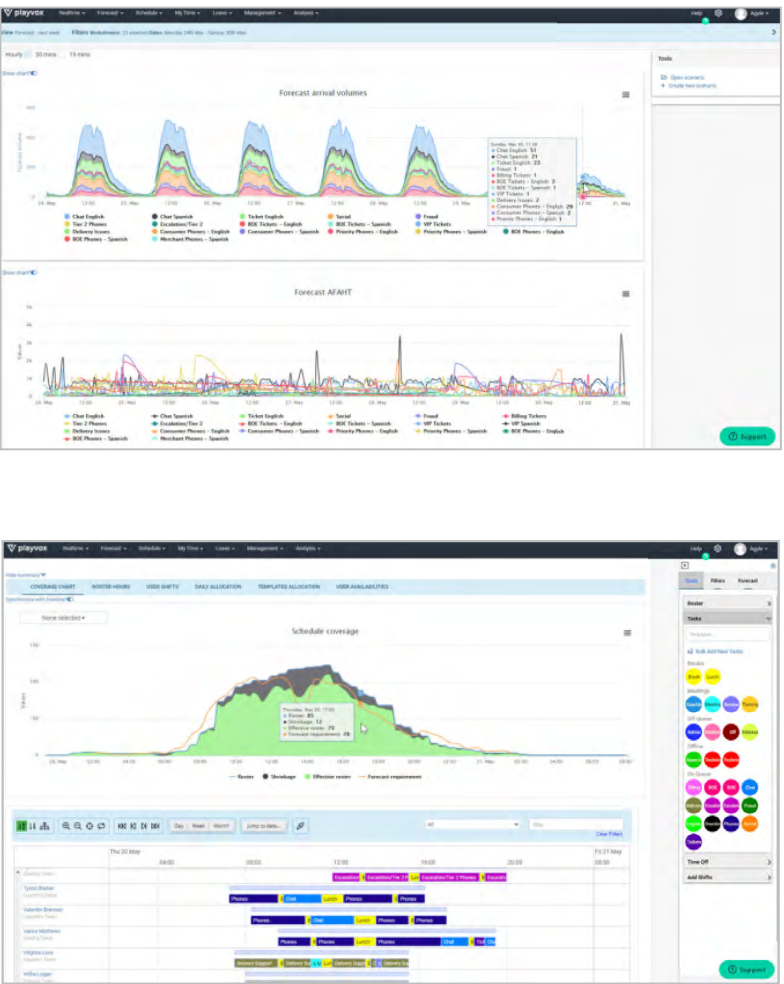
Real-time dashboards deliver the visibility you deserve.

Playvox WFM real-time dashboards provide both summary and detailed views of business performance as it happens. Offers a view of forecasted volumes vs. the actual volumes that have arrived along with service level and other metrics, and a real-time view of agent adherence and occupancy to track if team performance is above or below targets.



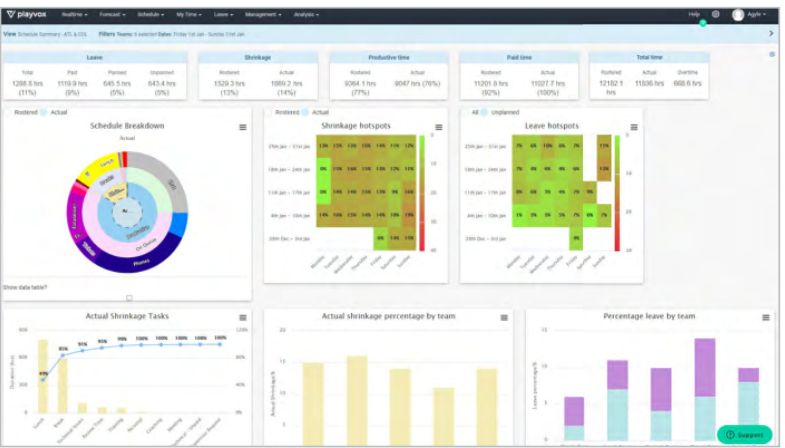
AI-powered, automatically generated forecasts and scheduling

Save time with fully automated omnichannel scheduling based on your specific business rules and priorities. Playvox WFM takes into account forecasts, KPIs, business requirements, SLAs, and goals to create the most efficient schedule for your needs. Playvox WFM handles synchronous and asynchronous workloads seamlessly in an omnichannel environment and reduces costs by having the right agents available at the right time to service customers without overstaffing. It uses real-time data and self-adjusting algorithms to continuously improve forecast accuracy.



Reporting & Analysis

Take advantage of dashboards and reporting for center-wide optimization, down to agent-level tracking, to help with performance management and agent engagement. Reports with drill-down functionality provide insight into key measures: punctuality, adherence, occupancy, service levels, workstreams and tasks, forecast accuracy, and more.



NiCE

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE’s platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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